

**Addendum to Celcom Mobile Sdn Bhd ("Celcom") Customer Agreement Form (CAF)  
TERMS AND CONDITIONS**



**SME Program – Enterprise via Blue Cube, CRO, CXP and KD**  
**Enterprise Package RM30 (P28 + SMS Pack 2), Package RM50 (P48 + SMS Pack 2),**  
**Package RM100 (P98 + SMS Pack 2), Package RM150 (P148 + SMS Pack 2),**  
*Offer validity period: 1<sup>st</sup> June – 31<sup>st</sup> December 2012*  
*Last updated: 6-Jun-12*

**Important Note:**

**I would like to subscribe to:**

- Corporate official  Corporate employee
- Promo code: ENT/MICXP2012
- Segment code: 52
- I opt to do an auto billing payment via my credit card and enjoy 5% rebate of total bill.  
*(Please fill in the Automatic bill payment form)*

**General**

- This Addendum and/or Plan shall be read together with the terms and conditions of the Customer Agreement Form ("CAF") as posted in our website at [www.celcom.com.my](http://www.celcom.com.my).
- This Addendum and/or Plan shall applicable to all customers ("Customer"). Non-Malaysian and/or Expatriates shall be subjected to a deposit of RM500.00 which will be collected upon registration.
- This Addendum and/or Plan is valid from above date and shall continue to be valid until further notification by Celcom ("Plan Period"). Any extension thereof shall be subject to Celcom's sole discretion.
- Celcom reserves the rights to change, amend and alter any part of this Addendum and/or Plan without prior notice to the customer and the customer agrees to be bound by such amendments.
- This Addendum shall supersede and replace all prior agreements, arrangements or understandings entered between the Customer and Celcom Mobile Sdn Bhd.
- Wherever Customer Agreement Form (CAF) is mentioned, it refers to the Celcom Registration Form.
- In the event of any inconsistency between the terms and conditions of this Addendum and/or Plan and the terms and conditions of CAF, the provisions of this Addendum and/or Plan shall prevail and supersede such inconsistent provisions of the CAF in relation to the matters covered in this Addendum and/or Plan.

**Package and Tariff Rate**

Customers under this program shall enjoy the following tariff rates below:

Package	<input type="checkbox"/> P28 (Enterprise Package Bundle 30)	<input type="checkbox"/> P48 (Enterprise Package Bundle 50)	<input type="checkbox"/> P98 (Enterprise Package Bundle 100)	<input type="checkbox"/> P148 (Enterprise Package Bundle 150)
<b>Monthly Commitment</b>	<b>RM28.00 / month</b>	<b>RM48.00 / month</b>	<b>RM98.00 / month</b>	<b>RM148.00 / month</b>
<b>Voice Rates</b>	On-Net : RM0.15 / min Off-Net : RM0.20 / min	On-Net : RM0.10 / min Off-Net : RM0.15 / min	On-Net : RM0.10 / min Off-Net : RM0.10 / min	On-Net : RM0.10 / min Off-Net : RM0.10 / min
<b>Video Call</b>	On-Net : RM0.15 / min Off-Net : RM0.20 / min	On-Net : RM0.10 / min Off-Net : RM0.15 / min	On-Net : RM0.10 / min Off-Net : RM0.15 / min	On-Net : RM0.10 / min Off-Net : RM0.10 / min
<b>Itemized bill</b>				
<b>Corporate official:</b> <b>Corporate employee:</b>	RM3/month RM5/month	RM3/month RM5/month	FREE	FREE
<b>Upfront Payment</b>	<b>RM28</b>	<b>RM48</b>	<b>RM98</b>	<b>RM148</b>
<b>SMS Pack 2</b>	FREE 300 SMS on-net & additional @ 2sen/SMS on-net Off-net @ 10sen			
<b>MMS Tariff Rates</b>	RM0.35 / MMS (Nationwide)			
<b>Credit limit</b>	RM300	RM500		
<b>Deposit</b>	Nil (RM500 for foreigners)			
<b>Penalty &amp; Contract</b>	Not Applicable			

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**Payment Information Plan**

Customers shall pay Celcom in accordance with Table 2, 3 and 4 depending on the package subscribed:

Table 2:

ITEMS	1 <sup>st</sup> Month Bill			
	P28	P48	P98	P148
Upfront Payment*	<b>(RM28)</b>	<b>(RM48)</b>	<b>(RM98)</b>	<b>(RM148)</b>
Connection Fee	N/A	N/A	N/A	N/A
Stamp Duty	RM10	RM10	RM10	RM10
Commitment Value (pro-rate)***	Up to RM28	Up to RM48	Up to RM98	Up to RM148
Commitment Value	RM28	NA	RM98	RM148
SMS Pack Access Fee (pro-rate)***	Up to RM2	Up to RM2	Up to RM2	Up to RM2
SMS Pack Access Fee	RM2	RM2	RM2	RM2
<b>TOTAL**</b>	<b>RM28 less (CV pro-rated + CV + stamp duty ++)</b>	<b>RM48 less (CV pro-rated + CV + stamp duty ++)</b>	<b>RM98 less (CV pro-rated + CV + stamp duty ++)</b>	<b>RM148 less (CV pro-rated + CV + stamp duty ++)</b>

Table 3:

ITEMS	2 <sup>nd</sup> Month Bill onwards			
	P28	P48	P98	P148
Upfront Payment*	N/A	N/A	N/A	N/A
Connection Fee	N/A	N/A	N/A	N/A
Stamp Duty	N/A	N/A	N/A	N/A
Commitment Value (pro-rate)***	N/A	N/A	N/A	N/A
Commitment Value	RM28	RM48	RM98	RM148
SMS Pack Access Fee (pro-rate)***	N/A	N/A	N/A	N/A
SMS Pack Access Fee	RM2	RM2	RM2	RM2
<b>TOTAL**</b>	<b>RM30</b>	<b>RM50</b>	<b>RM100</b>	<b>RM150</b>

**Remarks:**

\* **Upfront payment applicable for corporate official and corporate employee registration.**

\*\* *The total amount does not include 6% service tax, call charges, itemized billing or additional VAS subscribed by the customers*

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1. Prorated Commitment Fee (CF) is charged in the customer's 1st month bill if the customers change their bill plan to the above Plan before the due billing cycle date.
2. In the event of early termination, before the billing cycle date, the CF will be refunded based on pro-rated value.
3. In the event if the customer change on the billing cycle date, one prorated CF will be charged in their 1<sup>st</sup> month bill.
4. In the event of early termination, the customer shall still be charged according to the additional voice and SMS tariff if exceeded the pro-rated Commitment Fee.
5. Any additional usage will be charged according to additional Voice and SMS tariff rates as described above.
6. The Customer will be charged based on call block of 30 seconds. Call made less than 30 sec will be charged based on 1 call block (rounding off).
7. The customer will automatically subscribe to 3G Pay Per Use which shall be a default Data package to be subscribed if there is no monthly unlimited or daily unlimited subscription package subscribed by the customer.
8. Customer will be allowed to change to any of the Data Packages. If customer wishes to downgrade from 3G/GPRS services to 2G services, customer will need to terminate this Package and re-register, subject to the applicable terms and conditions
9. Customer under P148 plan will enjoy free Unlimited Internet Browsing. This Plan is only considered unlimited when used domestically within Celcom's Network only.
10. On Roaming the calculation of charges will be based on roaming pay per use rates as determined by our roaming partners. Please refer to [www.celcom.com.my](http://www.celcom.com.my) for the Data roaming rates

**Value Added Services (“VAS”)**

Customer may subscribe to any additional VAS other than those offered by Celcom under this program upon registration. Such VAS shall be charge based on Celcom's normal and prevailing rate.

**Reconnection**

In the event of disconnection, upon reconnection of Celcom's service, the Customer (previously under this Package) will be reconnected into the SAME bill plan and continue to enjoy the tariff and rates offered under this Package. A RM10 reconnection fee will be imposed

**Disconnection and Termination**

In the event of termination of this program or the Customer Agreement Form (CAF), the customer's deposit (if any) shall be refunded on the actual amount paid less any amount due and outstanding to Celcom.

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**Termination**

Termination of this Addendum and/or Plan shall be in accordance with the terms and conditions in the Customer Agreement Form.

**Mobile Number Portability Service**

This clause shall only be applicable to customer who applies for mobile number portability service.

- Customer is not required to pay this bill plan upfront payment upon registration.
- Customer is subject to all mobile number portability service terms & conditions as stated in [www.celcom.com.my](http://www.celcom.com.my)

**DECLARATION**

By signing this form, I hereby confirm that, I have read, fully understood and agreed to the aforesaid terms and conditions of this Addendum;

**Plan Chosen:** \_\_\_\_\_

Customer's Signature:  _____		In the Presence of:  _____	
Customer's Name :		Name :	
NRIC (New)/Passport No. :		NRIC (New) No.:	
Date :		Staff Number :	
		Service Centre's Name:	
		Dealer's Name & Rubber Stamp:	
		Date :	